



(FW)

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Coward, R. Daniel et al.

Application No: 10/808,761

Filed: March 24, 2004

For: SYSTEM AND METHOD FOR
ADVANCED SERVICE INTERACTION) Attorney Docket No: SUNMP324
))
) Examiner: Huynh, Nam Trung
))
) Group Art Unit: 2617
))
) Date: June 9, 2008
)

Mail Stop: AMENDMENT
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Transmitted herewith is an Amendment in the above-identified application.

The fee has been calculated as shown below.

	Claims Remaining After <u>Amendment</u>	Highest Previously <u>Paid For</u>	Present <u>Extra</u>	SMALL ENTITY <u>RATE FEE</u>	OR	LARGE <u>RATE FEE</u>	ENTITY
TOTAL CLAIMS	<u>15</u>	<u>21</u>	<u>.00</u>	X25 = \$	OR	X50 = \$	
INDEP CLAIMS	<u>2</u>	<u>3</u>	<u>.00</u>	X100 = \$	OR	X200 = \$	
[] Multiple Dependent Claim Present and Fee Not Previously Paid				\$180		X360	\$
			TOTAL	\$ _____		\$ _____	



Applicant(s) hereby petition for a one-month extension of time to respond to the outstanding Office Action. Applicant(s) believe that no (additional) Extension of Time is required; however, if it is determined that such an extension is required, Applicant(s) hereby petition that such an extension be granted and authorize the Commissioner to charge the required fees for an Extension of Time under 37 CFR 1.136 to Deposit Account No. 50-0805 (Order No. SUMNP324).



Enclosed is our Check No. _____ in the amount of \$ _____ to cover the extension of time fees.

If the required fees are missing or any additional fees are required to facilitate filing the enclosed response, please charge such fees or credit any overpayment to Deposit Account No. 50-0805 (Order No. SUNMP324). A copy of this sheet is enclosed.

Respectfully submitted,
MARTINE PENILLA & GENCARELLA, LLP

Jayanthi Minisandram
Jayanthi Minisandram
Registration No. 53,330

710 Lakeway Drive, Suite 200
Sunnyvale, CA 94085
Telephone: (408) 774-6905
Customer Number 32291

JUN 16 2008

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PATENT



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) Group Art Unit: 2617

) Date: June 9, 2008

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 Commissioner for Patents
 P.O. Box 1450
 Alexandria, VA 22313-1450

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The fee has been calculated as shown below.

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TOTAL CLAIMS	15	21	00	X25 = \$	OR	X50 = \$
INDEP CLAIMS	2	3	00	X100 = \$	OR	X200 = \$
[] Multiple Dependent Claim Present and Fee Not Previously Paid				\$180		X360 \$
			TOTAL	\$ _____		\$ _____



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Filed: March 24, 2004) Atty. Docket No: SUNMP324
For: SYSTEM AND METHOD FOR) Date: June 9, 2008
ADVANCED SERVICE INTERACTION)

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on June 9, 2008.

Signed:

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT

Dear Sir:

Applicants submit this paper in response to the non-Final Office Action mailed March 7, 2008. This paper is timely filed within the three-month period for response which extends to June 9, 2008 (June 7 being a Saturday). Applicants request reconsideration of the subject application in light of the following:

Listing of Claims, which begins on page 2 of this paper.

Applicants' Remarks/Arguments, which begin on page 7 of this paper.